

DIRES training works!

After taking the DIRES training, our medical aids showed more confidence when interpreting for our multilingual clients.

—Providence Health Centers Supervisors

The DIRES training provided our staff with communication and cultural tools that they need to do home visits with persons of different cultures who have diabetes.

—Americorps

Before the DIRES training, I did interpretation for the doctors and nurses and sometimes I didn't know what they were talking about. As a result of the training, I now understand what they are saying and I feel more useful when I do interpretations.

—DIRES Resource Person

Our DIRES staff are more confident when answering the phones and providing face-to-face information and referral. They have acquired valuable knowledge about community resources that they apply on a daily basis with our Hispanic clientele.

—Community-based Organization



DIRES TRAINING

Diabetes Information, Referral & Education Specialists Training

A training program of the
Rhode Island Department of Health
Diabetes Prevention & Control Program's
Diabetes Multicultural Coalition

HEALTH.ri.gov
Rhode Island Department of Health



What is DIRES training?

The Diabetes Information, Referral and Education Specialists (DIRES) training prepares non-professionals, para-professionals, health care professionals, and social workers to be resource persons regarding diabetes and other health-related issues.

Purpose

To raise awareness of the risk for diabetes among communities and people at higher risk for the disease, and to help patients who are culturally or linguistically disadvantaged to understand diabetes and diabetes-related diseases.

Training Components

DIRES training consists of:

- 4 learning in-class sessions
- 3 self-learning modules in between classes
- 1 final exam
- 3 continuing education components

Why is there a need for DIRES?

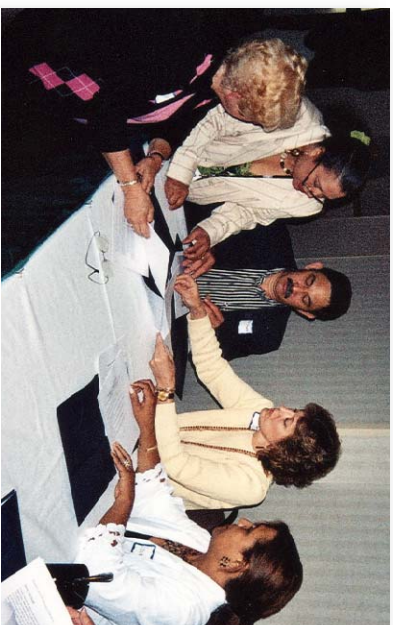
Diabetes causes significant morbidity and mortality in Rhode Island, with a disproportionate burden among racial and ethnic minorities. Many of these racial and ethnic minorities do not know about diabetes and related complications and are at higher risk for diabetes complications due to lack of access to health services.



The DIRES training program helps to reduce cultural and linguistic disparities in knowledge of diabetes and in access to health services and community resources, by bringing culturally and linguistically appropriate expertise to where it is needed.

Who can be a DIRES?

DIRES are required to have a high school diploma or GED Certificate and/or to have been licensed by the Health Department and willing to pass the TABE (Test of adult basic education) exam. The DIRES are required to be an active part of a community-based agency, faith group, health center, or primary care provider office, and must present proof that their agency is sponsoring them for the training.



What do DIRES do?

DIRES are valued members of healthcare and social service teams that serve people with diabetes and at risk for diabetes. DIRES use communication and problem-solving skills to:

- Serve as a linguistic and cultural liaison between health care providers and people with diabetes and their families.
- Clearly communicate key messages regarding diabetes risks and self-management, over the telephone or face-to-face.
- Assist people with diabetes in accessing primary care & community resources.
- Facilitate community support groups for people with diabetes

What are the results? (So Far)

- 42 active DIRES, including medical aids, certified nurse assistants, outreach workers, pastoral assistants, health advocates, health promoters, social workers, persons with diabetes and persons related to someone with diabetes.



- Working at 25 different sites, including health centers, community-based agencies and faith groups.
- Representing a wide range of racial and ethnic backgrounds and providing services in 11 different languages: Spanish, Portuguese, Creole, Patois, Cambodian, Laotian, Hmong, Chinese, Vietnamese, Italian and English.
- Facilitating 7 community support groups.

Interested in learning more about DIRES?

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DIRES training is offered through the Rhode Island Department of Health Diabetes Prevention and Control Program's Diabetes Multicultural Coalition.